

# DEPARTMENT OF DEFENSE



## **A GUIDE TO Collection and Use of PAST PERFORMANCE INFORMATION**

A product of the DoD Past Performance IPT  
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# Forward

This guide is designed to articulate the key techniques and practices for the use and collection of past performance information. Consistent with the spirit of acquisition reform, it provides guidance to encourage the use of innovative techniques in acquiring the best value goods and services. Its purpose is to provide you with a practical reference tool regarding DoD past performance policy.

This guide is designed for use by the entire acquisition workforce in both government and industry to promote the goal of achieving "best value". It explains best practices for the use of past performance information during source selection, ongoing performance, and during collection of the information. The guide was a joint team effort of members from the Past Performance Integrated Product Team, and the FAR 15 rewrite team. I commend the rewrite and IPT teams for a job well done, and want to thank those members of industry for their comments on the guide as well.

I encourage you to read and use this guide in your efforts to obtain the best value for the Department of Defense and the American taxpayer.

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**Stan Soloway**  
**Deputy Under Secretary of**  
**Defense (Acquisition Reform)**

## ACKNOWLEDGMENTS

The DoD Past Performance Integrated Product Team (IPT) was created by the Under Secretary of Defense (Acquisition and Technology) in February 1997 to develop a uniform methodology for the collection and use of DoD Past Performance Information (PPI). In November 1997, the Under Secretary of Defense (Acquisition and Technology) established a new policy by memorandum for the collection of PPI. This guide updates and supercedes that policy memorandum.

Additionally, contracting by negotiation, FAR Part 15, establishes one framework for our business relationship with industry and is critical to obtaining best value goods and services. In 1996, Dr. Steven Kelman, the Administrator of the Office of Federal Procurement Policy and the Department of Defense began a major effort to reform the rules governing source selection procedures for the federal and defense sectors. The new FAR 15 rule, which also includes the policy for the use of past performance information, was effective January 1, 1998.

These teams were comprised of representatives from the Office of the Under Secretary of Defense (Acquisition & Technology), the Departments of the Army, Navy, and Air Force, the Defense Logistics Agency, the Office of Federal Procurement Policy and members of the Federal Sector for the FAR 15 rewrite. The teams, in coordination with the Defense Acquisition University, the Federal Acquisition Institute and industry, are now working to provide training to our workforce.

This guide, produced by the DoD Past Performance IPT, is designed to provide additional guidance for both collection and use of past performance. This guide does not supercede nor take precedence over more restrictive Agency procedures. Electronic versions of this guide are available on the Acquisition Reform Homepage at <http://www.acq.osd.mil>. If you have further questions about this subject, you are encouraged to submit questions to the Defense Acquisition Deskbook "Ask a Professor" program at: <http://www.deskbook.osd.mil>.

# Past Performance Top Ten List

1. FAR and DFARS rules apply to all PPI, however and whenever collected. This includes ensuring that contractors have the opportunity to comment on adverse PPI on report cards as well as other PPI gathered under less formal collection methods. (Page 1)
2. PPI is “For Official Use Only” and should be so marked. (Page 2)
3. The performance assessment process begins with solicitation evaluation factors, and continues through contract performance assessments of award fee and past performance. Normally, the form and content of this assessment continuum should be consistent throughout the contract performance period to ensure successful performance. (Page 2)
4. The narrative is the most critical aspect of PPI assessments. (Page 4)
5. Performance assessments are the responsibility of the program/project/contracting team, considering the customer’s input; no one office or organization should independently determine a performance assessment. (Page 5)
6. Performance assessments should be developed throughout the period of contract performance, and not held to the end of the performance period. (Page 6)
7. Use and evaluation of PPI for a specific acquisition should be tailored to fit the needs of each acquisition and clearly articulated in the solicitation. (Page 7)
8. Source selection officials should use the most relevant, recent PPI available in making the source selection decisions. They must consider updated information provided by the contractor regarding relevant PPI. (Page 9)
9. Personnel collecting PPI for use in a particular source selection should consider whether the data received comes from reputable and reliable sources. (Page 13)
10. The Government should share all relevant PPI with contractors as part of the past performance evaluation during the source selection process, and must share adverse PPI on which contractors have not had the opportunity to comment. (Page 13)

**THE KEYS TO EFFECTIVE PPI ARE FAIRNESS, OPENNESS, AND A COMMITMENT TO USING THE INFORMATION AS A TOOL TO IMPROVE PERFORMANCE.**

# INTRODUCTION

Confidence in a prospective contractor's ability to perform satisfactorily is an important factor in making a best value source selection decision. One method of gaining this confidence is the evaluation of a prospective contractor's performance on recently completed or ongoing contracts for the same or similar goods or services. Past Performance Information (PPI) motivates contractors to improve their performance because of the potential use of that information in future source selections. It is equally useful as a means of communication, providing feedback and additional performance incentives for ongoing contracts. Excellent past performance also indicates a heightened probability of delivery of high quality products, which are on time and within cost. Definitions of terms and references used in this guide are set forth in Appendix A.

## PPI Objectives

PPI objectives provide a consistent evaluation methodology to identify and describe the performance of the wide array of DoD contractors and suppliers, including foreign companies, educational and non-profit institutions, and other federal agencies.

PPI may be used with other criteria to:

- > enhance market research
- > help establish the competitive range and make award decisions
- > provide a basis for discussing progress with contractors during contract performance
- > help decide whether to exercise contract options
- > help decide between different vendors on multiple award contracts when awarding delivery orders
- > aid the development of acquisition strategies
- > recognize good performers.

PPI is also essential to ensure enhanced performance on existing contracts, and is not just for future source selections.

## Business Sectors

To enable the effective sharing of PPI between government buying activities, a reasonable degree of uniformity in assessments of contractor performance is essential. This consistency should be applied to report card (annual) assessments as well as to award fee evaluations or to other PPI collection methods.

**FAR AND DFAR rules apply to all PPI, however and whenever collected. This includes ensuring that contractors have the opportunity to comment on adverse PPI on report cards as well as other PPI gathered under less formal collection methods.**

DoD policy is to collect PPI for report cards using a consistent management approach across the designated business sectors categorized as key or unique. This approach includes tailored dollar thresholds, consistent elements used to assess contractors, or other government agencies, and consistent ratings applied to those elements. DoD's six business sectors are defined in Appendix B.

Source selection authorities must be given maximum latitude to focus on those specific areas of contractor performance that will provide the best predictors for successful performance for each specific acquisition.

# OBTAINING PAST PERFORMANCE INFORMATION

DoD has established common assessment elements within individual business sectors, and ratings to standardize the methodology used to rate contractor performance under Defense contracts. Government buying activities should share PPI among themselves, while ensuring it is managed as source selection information. PPI collection should be efficient, but effective.

**PPI is “For Official Use Only” and should be so marked.**

## PPI Collection Approaches

PPI can be obtained through a number of methods including:

- > Government assessments, or report cards
- > Published commercial evaluations
- > References submitted by the Contractor
- > Surveys or questionnaires, verbal or written, conducted by Government personnel

PPI from a variety of sources should be considered including:

- > Government contracts
- > State, local or foreign governments
- > Commercial companies
- > Information regarding predecessor companies, key personnel and subcontractors

## Performance Assessment Reports

Performance Assessment Reports, or report cards, may be written during contract performance and shall be written after the end of the performance period. Report cards are prepared by either the Program or Requirements Manager or Contracting Officer according to agency procedures and should reflect a team assessment of contract performance. This guidance does not apply to procedures used by agencies in determining fees under award or incentive fee contracts. However, the fee amount paid to contractors should be an indicator of the contractor’s performance and the past performance evaluation should complement the award fee determinations. In short, our goal is to ensure that all performance assessments, award fee determinations, incentive allocations or any other performance measures be evaluated consistently throughout the contract performance.

**The performance assessment process begins with solicitation evaluation factors, and continues through contract performance assessments of award fee and past performance. Normally, this assessment continuum should be consistent as to form and content throughout the contract performance period to ensure successful performance.**

Contractor assessments should not be written by support service contractors. Integrity in this assessment process is essential. Contractors must be given the opportunity to comment on their own assessment reports at the time they are written, and those comments shall be maintained as part of the government record.

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## **Collection Thresholds**

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The mandatory DoD collection thresholds by business-sector are set forth in Appendix C. Buying activities may choose to collect and use performance assessments for contracts under these thresholds.

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## **Performance Assessment Elements**

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The mandatory DoD assessment elements for the DoD Business Sectors are set forth in Appendix D. There are a minimum of six assessment criteria required for systems assessments.

Construction and Architect-Engineering sector assessment elements and ratings are established under FAR Part 36 (See Appendix E).

For the Science and Technology sector, no dollar threshold has been established nor is there a requirement to maintain an automated database. Collection of PPI for the Science and Technology Sector shall be limited to relevant information as determined by the Source Selection team, and shall be collected at the time of the particular acquisition. Requests for PPI shall be tailored to each procurement during the source selection process with emphasis placed on the expertise of key personnel. As always, contractors shall be given the opportunity to comment on any adverse reports.

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## **Annual Performance Assessment Reports**

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Annual performance assessment reports must be completed for contracts with performance periods exceeding one year and according to the thresholds articulated above. These assessments will be made as close as practicable to each anniversary of the effective date of the contract. However, the agencies will determine the specific dates.

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## **Initial Draft Performance Assessment Reports**

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Use of draft performance assessment reports provided to the contractor, prior to initial government assessment, are encouraged. They are to be used to improve information flow and to encourage dialog between the parties.

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## **Final Assessment Reports**

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Final assessment reports will be prepared upon contract performance completion. For contracts with performance periods exceeding one year, final reports will address only the last period of performance. They will not be used to summarize or “roll up” the contractor’s performance under the entire contract. In short, each annual report together with the final assessment report will comprise a total picture of the contract performance. The expectation is that source selection evaluation teams will determine an overall performance assessment based on these performance snapshots. Contractor comments on each of these reports shall be maintained as a permanent part of the record.

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## Addendum Assessment Reports

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Addendum assessment reports may be made at buying activities' discretion to record contractors' performance relative to contract close-out and other administrative requirements (e.g., final indirect cost proposals, technical data, etc.) No annual assessment for the period of time between contract performance completion and contract close-out are required, regardless of whether an addendum assessment is prepared. Again, any adverse reports shall be provided to the contractor for comment, and those comments shall be part of the official records.

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## Narrative Rationales

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Supporting narrative rationales for any performance ratings assigned are *mandatory* in DoD to enable the user to establish that performance under a previous contract will be relevant to a future contract. The narratives are critical to any PPI assessment, and necessary to establish that the ratings are credible and justifiable. These rationales need not be lengthy; but, if there were performance successes or problems, they should include a description of the problems or successes experienced, an assessment of whether the problems were caused by the contractor, or the government, or other factors, and how well the contractor worked with the Government to resolve the problems (including problems with subcontractors, or "partners" in joint venture or teaming arrangements).

**The narrative is the most critical aspect of PPI assessments.**

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## Retention of Performance Assessment Reports

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Performance assessment reports shall not be retained longer than three years after completion of the contract performance (except for Construction and Architect-Engineering which are to be retained for six). The performance period is not complete until the end of the warranty period. The completion of the contract, not the age of the annual contract reports, determines the retention period for those reports. Data, older than three years, may be available on long-term contracts. While such data may be meaningful in developing performance trends in certain source selections, its use should be limited to circumstances in which more current, equally relevant data is not available. In any event, the existence of such data does not relieve Source Selection Authorities (SSAs) of the responsibility to use current PPI.

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## Independent Government Review

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Agencies shall provide for an independent review of performance evaluations at a level above the contracting officer or assessing official, as determined by the head of agency, to consider disagreements between the parties regarding the evaluation. The ultimate conclusion on the performance evaluation is a decision of the government.

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## Administrative Information

Each PPI assessment will include, as appropriate:

- ◆ the contractor's name
- ◆ the facility address and telephone number
- ◆ the Commercial and Government Entity (CAGE) code and Data Universal Numbering System (DUNS) number
- ◆ the business sector and sub-sector

- ◆ the contract number, initial value, award date, and completion date
- ◆ the type of contract, and whether it resulted from competition
- ◆ a description of the requirement, including the Federal Supply Class and Service Code, if available
- ◆ a list of the key subcontractors and tasks performed for Systems, Services and Information Technology sector contracts
- ◆ the period of performance being assessed
- ◆ a statement that the assessment is a organizational code, final, annual, or addendum report
- ◆ the evaluator's name, organization code, telephone number, and dated signature
- ◆ the Contractor's comments
- ◆ the resolution of contractor comments, if any

## Team Assessment Inputs

DoD buying activities should ensure that their PPI assessment procedures provide for input as appropriate, from:

- ◆ program management offices
- ◆ end users
- ◆ contracting offices
- ◆ item managers
- ◆ Defense Contract Management Command (DCMC) contract administration offices
- ◆ Defense Contract Audit Agency (DCAA) field audit offices

DCMC will notify buying activities whenever they identify deficiencies or problems in contractors' technical and management systems (e.g., quality control, engineering and systems management, purchasing, accounting, billing, and estimating) that they believe will present risks to satisfactory contract performance.

**Performance assessments are the responsibility of the program/project /contracting team, considering customer's input; no one office or organization should independently determine a performance assessment.**

Feedback to contractors regarding ongoing performance should be developed through discussions, spot-checks or reviews on a regular basis.

## Performance Ratings

The DoD Components have agreed that there are five mandatory performance rating levels for use in evaluating all performance elements in periodic assessments of contractor performance. The only exception to those mandatory ratings would be for the Construction and Architect-Engineering contracts. These ratings, provided in Appendix F, are mandatory for use by the Science and Technology business sector as well. A fundamental principle for rating is that contractors shall not be assessed below a rating of satisfactory for not performing beyond the requirements of the contract. When rating contractors, performance 'beyond the requirements of the contract' refers to the quality level of the performed work not the scope. A performance assessment may not be used to elicit performance of tasks, or to reflect a failure to perform tasks that are not required by contract.

## Contractor Review and Comment on PPI.

Contractors shall be allowed to review and comment on any past performance assessments and shall be provided copies of performance assessments as soon as practicable after they have been prepared. Contractors then have 30 days to submit comments, rebutting information, or other information for the buying activity's consideration before the assessments are made final. Any disagreements between the DoD lead assessor and contractor must then be reviewed at a level above the assessor. The original assessment, the contractor's comments, and the reviewer's independent assessment of those comments will be retained together on file. As soon as the government has

completed its review of the contractor's comments, but in no case later than the insertion of the assessment into a PPI automated system, DoD buying activities will send a copy of the completed assessment to the contractor. These procedures provide an opportunity to establish a fair record of a contractor's performance, and thereby ensure that PPI will be a reliable indicator of future performance.

**Performance assessments should be developed throughout the period of contract performance, and not held to the end of the performance period.**

## **Handling of PPI**

All PPI evaluations and assessments may be used to support future award decisions, and should therefore be marked "For Official Use Only – to be used for deliberative source selection purposes within the Executive Branch and for source selection and other deliberative purposes within DoD." The completed evaluation shall not be released to other than Government personnel and the contractor whose performance is being evaluated.

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## **Contractor Access to PPI**

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Contractors must be given copies of all annual, final or addendum PPI assessments. Contractors should also be given copies of surveys, and responses to reference checks as soon as they are completed to ensure they are aware of information being evaluated by the government. Only negative information must be shared with contractors, however, PPI should not be a mystery to the contractor.

## **Automated PPI Systems**

Appendix H provides information regarding existing DoD automated systems containing PPI. Departments and agencies shall share past performance information with other departments and agencies when requested to support future award decisions. One means to achieve efficiently this objective is to automate the access to existing PPI. DoD is developing an automated PPI retrieval system to access PPI data from a central Web-based location.

## **Orders Issued Under Contracts or Ordering Agreements**

For orders placed against contracts or ordering agreements (e.g., provisioned items orders, task orders, orders under indefinite-delivery or indefinite-quantity type contracts), DoD buying activities should decide whether to assess contractors' performance on an order-by-order or "total" contract/agreement basis. This will depend on which approach they believe will produce more useful past performance information. In either case, the assessment procedures to be followed should be specified in the basic contract or agreement, particularly when other buying activities may also place orders against those instruments. The goal of periodic assessments shall be to incentivize higher performance levels on the contract involved.

# Use of Past Performance Information in Source Selection Evaluations

Source selection authorities should be given maximum latitude to focus on those specific areas of contractor performance that will provide the best predictors for successful performance of a specific acquisition.

**Use and evaluation of PPI for a specific acquisition should be tailored to fit the needs of each acquisition and clearly articulated in the solicitation.**

## Role of Past Performance in Source Selection

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### Decision to Use PPI in Source Selections

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Past performance shall be included as an evaluation factor in competitively negotiated acquisitions unless the contracting officer determines that it is inappropriate and documents the rationale. Appendix C sets forth the mandatory thresholds for collection and use of PPI in source selections. Use of PPI is encouraged in source selections below that threshold when the source selection team considers it to be appropriate for the acquisition.

### Past Performance versus Experience

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There is an important distinction between a contractor's experience and its past performance. Experience reflects **whether** contractors have performed similar work before. Past performance, on the other hand, describes **how well** contractors performed the work. In other words, how well did they execute what was promised in the proposal. Both of these areas are considered when making a responsibility determination. Either past performance or experience can be considered as source selection factors or subfactors, where they can either stand alone or be considered under performance risk.

Make certain that you clearly define the terms experience and past performance in the solicitation. This will help you avoid the potential for double counting by asking for the same information under both factors. It is proper, however, to distinguish company experience from personnel experience and evaluate both.

### Proposal Risk versus Performance Risk

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It is important to differentiate between risk types when DoD buying activities choose to evaluate different types of risk in each proposal. The two types of risk typically evaluated in a source selection are proposal risk and performance risk. These two types of risk are defined in Appendix A.

### Past Performance versus Responsibility Determinations

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It is important to distinguish **comparative** past performance evaluations used in the tradeoff process from **pass/fail** performance evaluations.

Pre-award surveys and pass/fail evaluations in the low price technically acceptable process help you determine whether an offeror is responsible. Responsibility is a broad concept that addresses whether an offeror has the **capability** to perform a particular contract based upon an analysis of many areas including financial resources, operational controls, technical skills, quality assurance, and past performance. These surveys and evaluations provide a "yes/no," "pass/fail," or

“go/no-go” answer to the question, “**Can** the offeror do the work?” to help you determine whether the offeror is responsible.

Referral to the Small Business Administration may be necessary if a small business is eliminated from the competitive range solely on the basis of past performance. SBA referral is not required as long as the use of past performance information requires a **comparative** assessment with other evaluation factors and not as a pass or fail decision. The comparative assessment of past performance information is **separate** from a responsibility determination required by the Federal Acquisition Regulations.

Unlike a pass/fail responsibility determination, a comparative past performance evaluation conducted using the tradeoff process is a very specific endeavor that seeks to identify the **degree of risk** associated with each competing offeror. Rather than asking whether an offeror **can** do the work, you should ask, **will** it do that work successfully? In short, the evaluation describes the degree of confidence the government has in the offeror’s likelihood of success. If properly conducted, the comparative past performance evaluation and the responsibility determination will complement each other and provide you with a more complete picture of an offeror than either one could by itself.

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## Lowest Price Technically Acceptable (LPTA) Strategies

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The criteria by which past performance will be evaluated should be articulated in the solicitation. If a ‘pass/fail’ scoring scheme is to be used, a failing score may be equivalent to a non-responsibility determination. The source selection team should seek guidance from legal counsel to ensure the evaluation of past performance on a ‘pass/fail’ basis is applied appropriately.

Source selection teams may want to consider choosing a strategy where technical proposals are evaluated on a pass/fail basis and the final source selection decision is based on a tradeoff between past performance and price, or a Performance Price Trade Off (PPT). PPT permits tradeoffs between price and the past performance evaluation of technically acceptable proposals. This technique may be applied in acquisitions, which include an evaluation for technical acceptability, as well as negotiated acquisitions for which price and past performance are the only discriminators.

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## Defacto Debarment

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The General Accounting Office has determined that as long as there is no indication that the procuring agency intends to automatically exclude the offeror from future procurements, there is no defacto debarment.

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## Planning the Past Performance Evaluation

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### Forming an Evaluation Group

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In complex acquisitions it may be necessary to establish a formal group to specifically evaluate past performance. In smaller dollar value acquisitions that do not involve complex requirements, the evaluation may be accomplished with only one or two people. This evaluation group may operate separately from the proposal evaluation team or may operate as a separate subgroup of that team.

The following discussion will focus on the structure, composition and evaluation process of a formal evaluation group, but bear in mind that while the functions of informal evaluations are basically the same, they should be less complicated.

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## Objectives of the Evaluation Group

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The evaluation group is responsible for conducting the past performance evaluation to determine the degree of risk involved in accepting each offeror's proposal. This analysis results in a performance risk assessment. The evaluation group documents these performance risk assessments and identifies strengths and weakness in each offeror's past performance focusing on those areas of performance most relevant to the source selection. A plan for evaluating past performance should be developed early in the process and made a part of the source selection plan.

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## Evaluation Group Membership and Training

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The membership and structure of your evaluation group should be tailored to each acquisition. Ideally, the membership should be reasonably diverse representing different disciplines.

The heart of the performance risk assessment is the information gathering process. Through questionnaires, telephone interviews, and site visits, and by tapping existing data sources, the group can obtain a detailed and useful picture of an offeror's past performance. It is absolutely critical that group members have the ability to conduct meaningful telephone interviews, assimilate data, exercise sound judgment, arrive at conclusions that make common sense, and communicate those conclusions effectively both orally and in writing.

The best practice is to limit the size of the group to as small a number as is realistic for the specific circumstances of the acquisition. A group of at least two members of different functional disciplines enhances opportunities for dialogue, brainstorming, and in-depth fact finding.

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## What Factors or Subfactors Should Be Used?

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The past performance factors and subfactors, if any, should be designed to evaluate the key performance requirements of the solicitation. At a minimum, the solicitation should request the offeror's record for on time delivery, technical quality and cost control.

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## PPI Relevancy

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Source selection officials have broad discretion to determine which PPI to consider relevant for an individual procurement. Relevancy is a threshold question when considering past performance, not a separate element of past performance. Relevancy, as defined in Appendix A, should not be described as a subfactor. Irrelevant past performance shall not form the basis of a performance risk evaluation. PPI with applicable, but limited relevance may be used for evaluation but should be given less weight.

The source selection team may consider data available from any sources, but should attempt to obtain information from references cited by offerors in their proposals. Upon receipt of proposals, the team will determine which of the offeror's past contract efforts relate closely to the solicitation requirements. The evaluation group should screen the information provided for each of the referenced contracts to make an initial determination of its relevance to the current requirement. However, the source selection authority may assign his/her own relevancy rating in making the source selection decision, which may differ from that of the performance risk assessment group.

**Source selection officials should use the most relevant, recent PPI available in making the source selection decisions. They must consider updated information provided by the contractor regarding relevant PPI.**

Some aspects of relevance include the type of effort (e.g., development, production, repair), and the business sector. The objective of the screening is to remove from consideration those contract references that are clearly *unrelated* to the type of effort sought. Other members of the source selection team may be consulted as necessary for assistance in determining relevancy.

In some cases, previous contracts as a whole may be similar to the current contract while in others only portions of previous contracts may be relevant. One example would be the evaluation of the contractor's management, planning, and scheduling of subcontractors on a past service contract for a current production requirement calling for integration skills.

The evaluation group should consider the most recent data available. The best practice is to select similar efforts that are either still in progress or just completed, and that has at least one year of performance history. While the actual cut-off time should be determined by the contracting officer on a case-by-case basis, the currency of the information requested should be determined by the commodity and the specific circumstances of the acquisition.

The Comptroller General recommends use of solicitation language that evokes the term of "for the same or similar items" that may ensure that the government does not overly restrict its ability to consider an array of information.

PPI relating to the recent or ongoing production of a transport aircraft, for example, would be relevant for the source selection for production of a new transport aircraft of similar range or payload. When considering the relevance of PPI to be used in making a source selection decision, the following should be considered:

- the nature of the business area(s) involved
- the required levels of technology
- the contract types
- the similarity of materials and production processes
- the location of work to be performed
- the product/service similarity
- the similar scope

One specific relevancy issue that should always be clearly articulated in the solicitation is relevancy of the proposed performance **location**. When procuring commodities, the PPI for work performed at the proposed performance location will be considered relevant for assessing performance risk for the work to be performed. Mergers and acquisitions should be considered when determining what information may be considered relevant. Past performance evaluations are typically conducted only for the specific site where work is proposed for future performance. Performance within companies may vary widely from site to site or specific address. When evaluating performance of services or commercial items, however, corporate past performance may be a consideration. Tailor the PPI criteria in the solicitation to clarify whether assessing global corporate capability really assesses company experience *not* past performance. If more than one site is proposed for performance then each site should be evaluated for the type of effort proposed for performance at that site.

All PPI older than three years beyond the completion of contract performance should be purged from DoD records. Do not use any PPI in source selection evaluations that should have been purged from the files.

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## How Much Weight to Give Past Performance

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Past performance should be given sufficient evaluation weight to ensure that it is meaningfully considered throughout the source selection process and will be a valid discriminator among the proposals received.

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## What are the Rating Categories?

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In planning the acquisition, the evaluation group develops a rating scheme for evaluating past performance. The group may use the following definitions of performance risk to describe the results of its evaluation:

- **Unsatisfactory/Very High Performance Risk.** Based on the offeror's performance record, extreme doubt exists that the offeror will successfully perform the required effort.
- **Marginal/High Performance Risk.** Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort.
- **Satisfactory/Moderate Performance Risk.** Based on the offeror's performance record, some doubt exists that the offeror will successfully perform the required effort. Normal contractor emphasis should preclude any problems.
- **Very Good/Low Performance Risk.** Based on the offeror's performance record, little doubt exists that the offeror will successfully perform the required effort.
- **Exceptional/Very Low Performance Risk.** Based on the offeror's performance record, no doubt exists that the offeror will successfully perform the required effort.
- **Unknown Performance Risk.** No performance record identifiable. See "How to Evaluate Contractors with No Relevant Past Performance."

## How to Evaluate Contractors with No Relevant Past Performance

In most cases the evaluation group will find some related government or other public or private past performance information for each contractor and subcontractor. Such information will usually surface if the evaluation approach allows a broad interpretation of relevancy or takes into account information regarding the past performance of predecessor companies, key personnel who have relevant experience, or subcontractors that will perform key aspects of the requirement. This flexibility will take on increasing importance as the department modernizes through the use of commercial items.

Occasionally, however, an evaluation group may not find any relevant information. In those cases, you must treat an offeror's lack of past performance as an unknown performance risk, having no positive or negative evaluative significance. This allows the government to evaluate past performance in a manner that is fair to newcomers. The method and criteria for evaluating offerors with no relevant past performance information should be constructed for each specific acquisition to *ensure that such offerors are not evaluated favorably or unfavorably on past performance.*

You may use a variety of rating methods to evaluate offerors with no past performance history. Regardless of the method selected, the solicitation must clearly describe the approach that will be used for evaluating offerors with no relevant performance history. Solicitations should encourage offerors to identify PPI that may be judged related or relevant to the specific acquisition.

Rating schemes articulated in the solicitation, may allow agencies to drop the past performance evaluation factor when making its award decision, after discovering that one of the competitors has no past performance history.

## Public versus Private Competitions

When public/private competitions are conducted, the USD (A&T) has determined that the same mandatory DoD PPI evaluation elements and ratings by business sector shall be used to evaluate past performance for both public and private firms. This applies to any depot competition conducted.

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## What to Include in the Solicitation

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The solicitation, at a minimum, must clearly describe the approach you will use to evaluate past performance. This includes what past performance information you will evaluate (including the anticipated method of PPI collection), how it will be evaluated, its weight or relative importance to the other evaluation factors and subfactors, the PPI you anticipate will be relevant for the proposed performance location, and how you will evaluate offerors with no past performance history. The amount of information you request should be tailored to the circumstances of the acquisition, and reasonable so as not to impose excessive burdens on offerors or evaluators. The proposal evaluation information, at a minimum, should clearly state that:

- ◇ The government will conduct a performance risk evaluation based upon the past performance of the offerors and their proposed major subcontractors as it relates to the probability of successfully performing the solicitation requirements;
- ◇ In conducting the performance risk evaluation, the government may use data provided by the offeror and data obtained from other sources; and
- ◇ The government may elect to consider data obtained from other sources that it considers current and accurate, but should ensure the solicitation contains a request for the most recent information available.

The proposal submission instructions must, at a minimum, instruct offerors to submit recent and relevant information concerning contracts and subcontracts (including Federal, State, and local government, and private) that demonstrate their ability to perform the proposed effort.

Source selection teams may want to limit the information requested to a summary of the offeror's performance for each contract or subcontract. The summary should include contract numbers, contract type, description and relevancy of the work, dollar value, contract award and completion dates, and names, phone numbers, and e-mail addresses for references in contracting and technical areas.

In addition, offerors should be given the opportunity to explain why they consider the contracts they have referenced as being relevant to the proposed acquisition. The instructions should also permit offerors to provide information on problems encountered on such contracts and the actions taken to correct such problems. Also, it is important that the offeror specifically describe the work that major subcontractors will perform so that the evaluation group can conduct a meaningful performance risk evaluation on each major subcontractor.

One best practice is to use presolicitation exchanges of information with industry (e.g., draft solicitations or presolicitation/preproposal conferences) to explain the approach you will use to evaluate performance risk. Although the solicitation must contain all evaluation factors and sub-factors and describe the approach to the evaluation, presolicitation exchanges can help to ensure that potential offerors have a clear understanding of how their past performance will be evaluated.

## The Past Performance Evaluation Process

If the solicitation states that past performance will be an evaluation factor, the government has broad discretion regarding the type of data to be considered. This means that the government may consider a wide array of information but is not compelled to rely on all the information available. Solicitations must clearly describe the past performance, type, age and location, that will be considered relevant in evaluating an offeror's proposal. The Government should reserve the option in the solicitation to consider other information that may be evaluated. While you may want to consider information over a specified time period, you may want to evaluate only the most recent information, e.g., data within the last six months.

Past performance information may be considered under other non-cost factors, in addition to being considered as part of a performance risk assessment, however be careful not to evaluate the same information twice.

A best practice is to limit the past performance evaluation to a few most recent and relevant contracts.

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## Evaluation of PPI

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PPI is one indicator of an offeror's ability to perform the contract successfully. The currency and relevance of the information, source of the information, context of the data, and general trends in contractor's performance shall be considered.

**Personnel collecting PPI for use in a particular source selection should consider whether the data received comes from reputable and reliable sources.**

Government evaluators are cautioned to ensure that the information submitted by the contractor is verified with some other source and that information known to the evaluators or other sources, that conflicts with the offeror's information is considered. Apparent discrepancies should be resolved prior to a final evaluation rating being assigned.

The assessment group must ensure an offeror has had the opportunity to comment on all adverse past performance information before presenting the adverse information to source selection officials.

Past performance is *now* one of the defined areas of clarification that a contracting officer should explore with contractors even when planning to award without discussions. Include any concern about an offeror's past performance, including relevancy and any adverse past performance information on which the offeror has not previously had an opportunity to comment.

**The Government should share all relevant PPI with contractors as part of the past performance evaluation during the source selection process, and must share adverse PPI on which contractors have not had the opportunity to comment.**

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## Currency of PPI

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If the contractor submits information during the source selection process, either as part of the proposal or during exchanges, it should be considered by the government, particularly if it is more current than the available government information.

On the other hand, agencies are under no duty to seek out more current information that may exist outside the proposal, unless it is known by the evaluators at the specific buying command.

Additionally, it is appropriate for the evaluation team to use information that was gathered under an earlier solicitation to evaluate a contractor's past performance.

Ordinarily, PPI, which relates to less current performance should be given less weight than current PPI, however guidance should be tailored to the nature of item or service being acquired. On the other hand, trends may be developed from PPI data that are strong indicators of risk associated with future performance of contracts. Buying activities and source selection officials should consider the need to appropriately weigh "older" PPI, but also properly accept its value when used in trend analyses that extend through recent periods of performance.

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## Teaming Arrangements

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When two contractors decide to team together to perform a proposed effort they usually enter into a joint venture business arrangement. To evaluate past performance in this situation, each contractor's proposed efforts should be

evaluated for the portion or type of effort that firm will perform. If it is not possible to distinguish responsibility, a performance assessment shall be performed for the entire effort and filed in each contractor's file.

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## **Mergers and Acquisitions**

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The Comptroller General has upheld decisions that acquiring firms should share responsibility for a previous company's troubled reputation, if the acquiring firm wants to capitalize on the firm's technical skills. Common sense should rule the relevancy determinations when mergers and acquisitions are involved. If few changes have occurred at the performance location, then the previous firm's past performance record should be used to assess performance risk.

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## **Subcontractor Past Performance**

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Common sense should govern when source selection officials choose to consider subcontractor past performance. A special problem arises with respect to subcontractors. Past performance information pertaining to a subcontractor cannot be disclosed to a private party without the subcontractor's consent. Because a prime contractor is a private party, the government needs to obtain the subcontractor's consent before disclosing its past performance information to the prime during negotiations. There are a variety of ways to obtain subcontractor consent. For example, the solicitation could require the prime to submit the consent of its principal subcontractors along with the prime's proposal to the government.

It is risky to rely solely on the past performance of a subcontractor to downgrade the predicted performance of a prime contractor. Before downgrading the predicted performance of a prime contractor based on the poor past performance of a subcontractor, consider the proposed subcontractor's contribution to the overall proposed effort and the likely impact of the predicted risky or poor performance. On the other hand, experience of a subcontractor that contributes to the overall expertise of a prime contractor should be considered.

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## **What Sources of Data are Available?**

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PPI is obtained from a variety of sources, including references cited by offerors in their proposals, telephone interviews, surveys, or electronic databases. Upon receipt of proposals and any information on past contracts from government or commercial sources, the evaluation group will assess which of the offeror's past contract efforts relate to the solicitation requirements. These assessments of relevancy are judgment calls.

When a solicitation requires submission of references as an evaluation criterion, then government information obtained from those references and provided by the offeror may be considered in evaluating past performance.

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## **Can the Evaluation Group Use Commercial References?**

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It is permissible to use other public and private references such as Dun and Bradstreet, information received from commercial and foreign government sources, awards of excellence or vendor quality certifications that reflect on companies performing the work, when appropriate. These references should be relevant to the effort set out in the solicitation.

The evaluation group should verify information received from all sources, whether contained in government evaluation reports on completed work, a database, or other public or private sources, to ensure accuracy. The verification must seek to identify supporting rationale for any evaluation report so that performance evaluations always rely on supportable data.

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## **How to Assign Performance Risk Ratings**

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Once the data gathering efforts are completed, the entire evaluation group needs to assess all offerors and assign performance risk ratings. The evaluation group should note instances of good or poor performance and relate them to the solicitation requirements and evaluation factors. Again, it is helpful for the evaluation group to review the statement of

work, specifications, and the evaluation approach described in the solicitation. If the evaluation group identifies past performance problems, it should consider the context of the problems and any mitigating circumstances.

The evaluation group should not limit its inquiry solely to the proposing entity if other corporate divisions, contractors or subcontractors will perform a critical element of the proposed effort. The performance record of those organizations should be assessed in accordance with the solicitation. Performance risk assessments should consider the number and severity of problems, the **demonstrated** effectiveness of corrective actions taken (not just planned or promised), and the overall work record.

The evaluation group's assessment is usually based upon subjective judgment of supportable data. It is not intended to be a mechanical process or a simple arithmetic function of an offeror's performance on a list of contracts. Rather the information deemed most relevant and significant by the group should receive the greatest consideration. The assessment should include a description of the underlying rationale for the conclusions reached. The rationale should be reasonable, and adequately documented to support the conclusion.

A word of caution is appropriate concerning offeror promises to correct past performance failures, as opposed to actions already taken to correct such failures. A promise to improve does not change past performance and should be considered under proposal risk rather than performance risk. However, **demonstrated** corrective actions reflect a commitment to rectify past performance problems, and therefore, can lower the risk of similar performance failures.

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## Exchanging Past Performance Information with Offerors

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The contracting officer must provide offerors with the opportunity to comment on adverse past performance information on which offerors have not had a previous opportunity to comment. This practice ensures fairness for the competing offerors. The validation process is particularly important when the adverse information is provided by only one reference, or when there is any doubt concerning the accuracy of the information. Usually, adverse information reflects performance that was less than satisfactory, although this is a judgment call that will depend upon the circumstances of the acquisition. Note that while the government must disclose past performance problems to offerors, including the identity of the contract on which the information is based, it shall not disclose the names of individuals who provided information about an offeror's past performance.

When discussing adverse past performance information with industry during a source selection, agencies have often been concerned regarding the level of detail necessary for this exchange of information. Experience has indicated that *summarizing past performance information into problem categories is acceptable as long as the government agency revealed sufficient information to give the offeror a fair and reasonable opportunity to respond to the problems identified.* Verbal, informal PPI requests should be followed by a written request. If PPI will be relied upon in making a competitive range determination or source selection award, this information should be shared with the contractor.

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## What to Include in the Evaluation Assessment Report

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While not wanting to say too much or too little in the evaluation report, the goal is to provide clear, reasonable, and rational analysis of the past performance of the offerors. The evaluation group must provide the source selection authority with sufficient information to make informed judgments. Again, the evaluation group should provide a recommendation and a well-reasoned, well-supported rationale for the recommendation.

Conclusionary statements must be supported by the underlying factual basis. The best practice is to state the conclusion and provide specific strengths and weaknesses that support the conclusion. To ensure that the risk assessments provide the necessary background information and are structured consistently, the entire evaluation group should review and evaluate the report on each offeror. During this review, the evaluation group should correct statements that appear unsupported, inconsistent, or unnecessary. The conclusion may be a single overall rating/assessment supported by specific description of the offerors past performance as it relates to the specific acquisition.

Occasionally the evaluation group will be unable to arrive at a unanimous agreement on a particular risk assessment. If this occurs, the evaluation group may include the dissenting opinion as part of the assessment report.

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## **Reporting the Past Performance Evaluation Results**

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The evaluation group's submission of the past performance evaluation report usually completes the major portion of its work. The evaluation group leader should remind the source selection official of the purpose of the group and the past performance evaluation approach described in the solicitation. This report should address offerors with no past performance history. This is to ensure that everyone fully comprehends the significance of the results being reported. Experience reveals that source selection officials are more apt to rely upon evaluation group results if they thoroughly understand the process.

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## **How to Handle Past Performance Information**

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Information concerning the past performance of an offeror or of its proposed subcontractors should be treated as deliberative information, marked "For official use only." The evaluation of past performance of a contractor for a specific source selection is actually source selection information. This information frequently includes information that is proprietary, such as trade secrets and confidential commercial or financial data that would not be released under the Freedom of Information Act. Current laws, regulations, and policies governing storage, access, disclosure, and marking of source selection and proprietary information must be observed at all times. Questions concerning the procedures for the handling of past performance information should be referred to the contracting officer or legal counsel for resolution.

The evaluation group must retain the records of its evaluation activity throughout the source selection process. Upon contract award or cancellation of the solicitation, all evaluation group records are provided to the contracting officer for retention along with the other source selection documents.

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## **Using Past Performance When Not Required In The Request For Proposal**

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There are circumstances when the contractor will submit past performance information even when it is not a stated criterion of the solicitation. You are not obliged to consider past performance information submitted by the contractor, when it is not a stated evaluation criteria. However, it may be considered as experience under other evaluation criteria.

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## **Use of Passive PPI**

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For the Operations Support sector, the collection threshold for report card information is \$5,000,000. Under the \$5,000,000 threshold, buying activities should continue to accumulate and use contractor performance data from existing management information systems that already capture data on timeliness of delivery and quality of product or service. (Examples of such performance information collection systems include "Red/Yellow/Green" and "Automated Best Value Method.") While passive systems may continue to be used, DoD wide implementation of collection and use of PPI through passive performance information collection systems is not mandatory until the collection system is fully automated across DoD. Use of passive PPI depends on the existence of databases that collect data on an ongoing basis.

# Appendix A: Definitions, References, and GAO Cases

**Adverse PPI.** PPI that supports a less than satisfactory rating on any evaluation element or any unfavorable comments received from sources without a formal rating system.

**Best Value.** The expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement.

**Business Sectors.** Groups of goods or services with similar characteristics, or similar requirements for engineering development, manufacturing, or technology. The DoD PPI business sectors are: Systems, Operations Support, Services, Information Technology, Construction and Architect-Engineering Services, and Science and Technology.

**Contractor Experience.** The Contractor's experience, in a particular area of expertise, that does not use performance data as a qualifier of that experience (e.g. 20 years of experience as a software firm).

**Contractor Past Performance Assessments.** The written or oral result of taking performance data and considering it in the context of a particular contract's scope and requirements.

**Key Business Sectors.** Four global business sectors that represent the areas that comprise the greatest workload for DoD: Systems, Operations Support, Services, and Information Technology.

**Passive PPI.** Any method of past performance assessment that relies on information obtained from a number of external pre-existing information sources managed by the Department of Defense. These sources may include contract administration, quality, reliability, and payment information.

**Past Performance Evaluations.** Past performance evaluations occur when the PPI assessments are considered in the context of a source selection.

**Past Performance Information (PPI).** Information submitted with the offeror's proposal, contractors' references, contractor reports cards, survey data, or other data available to the source selection authority.

**Performance Assessment Elements.** The mandatory assessment elements for the DoD business sectors.

**Performance Assessment Reports.** Contractor performance assessments are one source of PPI. They are in essence, "report cards" on how well a contractor is performing or has performed on an individual contract.

**Performance Risk.** Evaluation of the risk of performance as it relates to the probability of the offeror successfully completing the solicitation's requirements based on previous demonstrated relevant performance.

**Proposal Risk.** The evaluated risk associated with the offeror's proposed approach to meeting the requirements of the solicitation, for each of the non-cost evaluation factors, other than past performance.

**Relevancy.** Information that has a logical connection with the matter under consideration and applicable time span.

**Unique Business Sectors.** Two unique business sectors which are separate from the four key business sectors are: Science & Technology and Construction and Architect-Engineering.

## References

References that are noted here prescribe policies/requirements for collecting and using past performance information:

Federal Acquisition Regulation (FAR) Parts 9, 15, 19, 36, and 42

### DoD

Under Secretary of Defense (Acquisition and Technology) policy memo titled, "Automation of Past Performance Information," dated 20 February 1998.

Under Secretary of Defense (Acquisition and Technology) policy memo titled "Competition between Public Sector (Organic) Maintenance Depots and Private Sector Commercial Firms", dated May 2, 1997, Paul Kaminski

Defense Acquisition Council Class Deviation 99-00002

### Navy

Assistant Secretary of the Navy (RD&A) memo of March 13, 1998, "Use of Contractor Past Performance Information in Source Selection."

Assistant Secretary of the Navy (RD&A) memo of February 2, 1998, "Implementation of Contractor Performance Assessment Reporting System (CPARS)"

### Army

Army Material Command Source Selection Guide (Pamphlet No. 715-3, Contracting for Best Value, 1 January 1998)

### Air Force

AFFARS Part 5315

AFMC Pamphlet 64-113, Volume 1, PRAG Guide

AFMCI 64-107 CPARS Instruction

Contracting Policy Memo 98-C-05, 10 April 1998, "Past Performance Information (PPI) Collection Requirements"

## GAO Cases

p. 7, Proposal Risk versus Performance Risk

Questech, Inc. B-236028, Nov. 1, 1989, 89-2 CPD ¶ 407

p. 8, Past Performance versus Responsibility Determinations

Smith of Galeton Gloves, Inc., B-271686, July 24, 1996; Corvac, Inc., supra note 127; Tiernay Turbines, Inc., B-226185, June 2, 1987, 87-1 CPD ¶ 563; Johnston Communications, B-221346, February 28, 1986, 86-1 CPD ¶ 211.

p. 10, PPI Relevancy

Ashland Sales and Service Co., B-259625-2, April 14, 1995, 95-1 CPD ¶ 198.

p. 14, The Past Performance Evaluation Process

Young Enterprises, Inc., B-256851.2, August 11, 1994, 94-2 CPD ¶ 159.

p. 15, Currency of PPI

American Video Channels Inc., B-236943, January 18, 1990, 4 CGEN ¶ 103,982

p. 15, Mergers and Acquisitions

Heritage Reporting Corporation, B-228008, October 15, 1987, 87-2, CPD ¶ 363

p. 17, Exchanging Past Performance Information with Offerors

Pacific Architects & Engineers, Inc., Comp. Gen. Dec. B-274405.2, 97-1 CPD ¶ 42

p. 18, Using Past Performance when not required in the Request for Proposal

NDI Engineering Co., B-245796, January 27, 1992, 92-1 CPD 5

# Appendix B: Business Sectors

## Key Business Sectors



**Systems** - Generally, this sector includes products that require a significant amount of new engineering development work. Includes major modification/upgrade efforts for existing systems, as well as acquisition of new systems, such as aircraft, ships, etc. Also includes program budget account code 6.4-funded projects. More specifically—

Aircraft: Includes fixed and rotary wing aircraft, and their subsystems (propulsion, electronics, communications, ordnance, etc.)

Shipbuilding: Includes ship design and construction, ship conversion, small craft (e.g., rigid inflatable boats) and associated contractor-furnished equipment, as well as ship overhaul and repair.

Space: Includes all satellites (communications, early warning, etc.), all launch vehicles, strategic ballistic missiles, and all associated subsystems, including guidance and control.

Ordnance: Includes all artillery systems (except non-Precision Guided Munitions (PGM) projectiles), tactical missiles (air-to-air, air-to-ground, surface-to-air, and surface-to-surface) and their associated launchers, and all PGM weapons and submunitions, such as the Joint Direct Attack Missile, the Sensor-Fused Weapon and the “Brilliant Antitank” weapon.

Ground Vehicles: Includes all tracked combat vehicles (e.g., tanks and armored personnel carriers), wheeled vehicles (e.g., trucks, trailers, specialty vehicles), and construction and material handling equipment requiring significant new engineering development. Does not include commercial equipment typically acquired from existing multiple award “schedule” contracts (e.g., staff cars, base fire trucks, etc.)

Training Systems: Generally, includes computer-based (or embedded) virtual and synthetic environments and systems of moderate to high complexity capable of providing training for air, sea, and land based weapons, platforms, and support systems readiness. Does not include operation and maintenance support services beyond the scope of the initial training system acquisition, or basic and applied research in these areas.

Other Systems: Includes technologies and products that, when incorporated into other systems such as aircraft and ships, are often categorized as subsystems. However, many of these products are often acquired as systems in their own right, either as “stand-alone” acquisitions or as the object major modification/upgrade efforts for ships, aircraft, etc. Examples of other systems include Command, Control, Communication, Computer and Intelligence (C4I) systems, airborne and shipborne tactical computer systems, electrical power and hydraulic systems, radar and sonar systems, fire control systems, electronic warfare systems, and propulsion systems (turbine engines—aviation and maritime, diesel engine power installations—maritime and combat vehicle). Does not include tactical voice radios with commercial equivalents, personal Global Positioning System (GPS) receivers, non-voice communication systems with commercial equivalents (See Operations Support and Information Technology sectors).



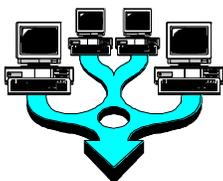
**Services** - Generally, this sector includes all contracted services except those which are an integral part of a systems contract or related to “Science & Technology,” “Construction & Architect-Engineering Services,” “Information Technology”, and “Health Care.” Services are further defined below:

Professional/Technical & Management Support Services: Includes all consultant services—those related to scientific, health care services, and technical matters (e.g., engineering, computer software engineering and development), as well as those related to organizational structure, human relations, etc. Includes office administrative support services (e.g., operation of duplication centers, temporary secretarial support, etc.). Does not include any basic or applied research that will result in new or original works, concepts or applications, but does include contract advice on the feasibility of such research, as well as evaluation of research results.

**Repair & Overhaul:** Services related to the physical repair and overhaul of aircraft, ground vehicles, etc., and any associated subsystems or components. Includes condition evaluations of individual items received for repair or overhaul, but does not include evaluations of the feasibility or the benefits of the overall project. Does not include Ship Repair and Overhaul that is included in the Shipbuilding sector.

**Installation Services:** Includes services for grounds maintenance (grass cutting, shrubbery maintenance or replacement, etc.). Includes services related to cleaning, painting, and making minor repairs to buildings and utilities services, etc. Includes contracted security and guard services. Includes installation and maintenance of fencing. It also includes minor electrical repairs (e.g., replacing outlets, changing light bulbs, etc.), minor road surface repairs (patching cracks, filling in potholes, etc.), relocation of individual telephone lines and connections, snow removal. (See “Construction for the installation services covered by that sector.)

**Transportation and Transportation-Related Services:** Includes services related to transportation by all the land, water, and air routes, and transportation efforts which support movement of U.S. forces and their supplies during peacetime training, conflict, or war. Consists of those military and commercial efforts, services and systems organic to, contracted for, or controlled by the DoD.



**Information Technology** - This sector includes any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission or reception of data or information. Generally, includes all computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources. Does not include any military-unique C4I systems and components included under Systems, such as JTIDS, Aegis, etc.

More specifically-

**Software:** A set of computer programs, procedures, and associated documentation concerned with the operations of a data processing system; e.g., compilers, library routines, manuals and circuit diagrams. Information that may provide instructions for computers; data for documentation; and voice, video, and music for entertainment and education.

**Hardware:** Physical equipment as opposed to programs, procedures, rules and associated documentation. In automation, the physical equipment or devices forming a computer and peripheral components.

**Telecommunications Equipment or Services:** Circuits or equipment used to support the electromagnetic and/or optical dissemination, transmission, or reception of information via voice, data, video, integrated telecommunications transmission, wire, or radio. The equipment or service must be a complete component capable of standing alone. This includes the following type of items; telephones, multiplexers, a telephone switching system, circuit termination equipment, radio transmitter or receiver, a modem, card cage with the number and type of modem cards installed, etc. This does not include the following type of items: a chip, circuit card, equipment rack, power cord, a microphone, headset, etc.



**Operations Support** - Generally, this sector includes spares and repair parts for existing systems. Also includes products that require a lesser amount of engineering development work than “Systems,” or that can be acquired “build-to-print,” “non-developmental,” or commercial off the shelf. More specifically—

**Mechanical:** Includes transmissions (automotive and aviation), landing gear, bearings, and parts/components related to various engines (turbine wheels, impellers, fuel management and injection systems, etc.)

**Structural:** Includes forgings; castings; armor (depleted uranium, ceramic, and steel alloys); and steel, aluminum, and composite structural components. Does not include “bare” airframes, ships, or combat vehicles (i.e., without engines and electronics).

Electronics: Includes parts and components related to digitization, guidance and control, communications, and electro-optical and optical systems. Includes individual resistors, capacitors, circuit cards, etc., as well as “modules” such as radio-frequency receivers and transmitters. Includes tactical voice radios, personal Global Positioning System receivers, etc.

Electrical: Includes electric motors, thermal batteries, auxiliary power units, and associated spares and component parts.

Ammunition: Includes all small arms ammunition and non-Precision Guided Munitions artillery rounds.

Troop Support: Includes all food and subsistence items. Includes all clothing and textile-related items, including uniforms, tentage, personal ballistic protective gear, life preservation devices, etc. Includes all medical supplies and equipment, including medicines and diagnostic equipment (X-ray machines, etc.). Does not include any recreational or morale/welfare items.

Base Supplies: Includes all consumables and personal property items needed to maintain installations, bases, ports, etc. Includes small tools and cleaning and preservation equipment and supplies (paints, brushes, cleaning solvents, etc.). Does not include any grounds maintenance, construction, security, or other types of services.

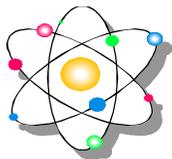
Fuels: Includes all bulk fuels, lubricants, and natural gas, coal, storage, and other commodities and related support services.

## Unique Business Sectors



**Architect - Engineering Services** : Professional services of an architectural or engineering nature, as defined by State law, if applicable, which are required to be performed or approved by a person licensed, registered, or certified to provide such services. These services include, research, planning, development, design, construction, alteration, or repair of real property. Incidental services include studies, investigations, surveying and mapping, tests, evaluations, consultations, comprehensive planning, program management, conceptual designs, plans and specifications (drawings, specifications and other data for and preliminary to the construction), value engineering, construction phase services, soils engineering, drawing reviews, preparation of operating and maintenance manual, and other related services.

**Construction**: Construction, alteration, or repair (including dredging, excavating, and painting) of buildings, structures, or other real property. The terms "buildings, structures, or other real property" includes but are not limited to improvements of all types, such as bridges, dams, plants, highways, parkways, streets, subways, tunnels, sewers, mains, power lines, cemeteries, pumping stations, railways, airport facilities, terminals, docks, piers, wharves, ways, lighthouses, buoys, jetties, breakwaters, levees, canals, and channels. Construction does not include the manufacture, production, furnishing, construction, alteration, repair, processing, or assembling of vessels, aircraft, or other kinds of personal property. Design-Build: Combining design and construction in a single contract with one contractor.



**Science and Technology** - Includes all contracted basic research and some applied research. Includes construction of “proof-of-principle” working prototypes. Includes projects funded by program budget accounts 6.1 (Basic Research), 6.2 (Exploratory Development), and 6.3 (Advanced Technology Development), but does not include projects funded by 6.4 accounts or similarly oriented appropriations. (Those projects are covered by the Systems sector).

# Appendix C: PPI Evaluation and Report Thresholds

<u>BUSINESS SECTOR</u>	<u>DOLLAR THRESHOLD</u> <sup>1</sup>	<u>REVIEWING OFFICIAL</u> <sup>2</sup>
<b>Systems</b> (includes new development and major modifications)	≥\$5,000,000	One level above the program manager. <sup>3</sup>
<b>Services</b>	≥\$1,000,000	One level above the assessing official.
<b>Operations Support</b>	≥\$5,000,000 <sup>4</sup>	One level above the assessing official.
<b>Information Technology</b>	≥\$1,000,000	One level above the assessing official.
<b>Construction</b>	≥\$500,000	One level above the assessing official
<b>Architect-Engineering</b>	≥ \$25,000	One level above the assessing official.
<b>Science &amp; Technology</b>	As required	One level above the assessing official.

<sup>1</sup> The contract thresholds for PPI collection apply to the “as-modified” face value of contracts; that is, if a contract’s original face value was less than the applicable threshold, but subsequently the contract was modified and the “new” face value is greater than the threshold, then a performance assessment (or assessments) should be made, starting with the first anniversary that the contract’s face value exceeded the threshold. If the contract threshold is expected to exceed the collection threshold by exercise of option, modification or order, it may be advisable to initiate the PPI collection process prior to the value of the contract proceeding the threshold.

<sup>2</sup> Only required if there is a disagreement between the assessing official and the contractor.

<sup>3</sup> Or equivalent individual responsible for program, project, or task/job order.

<sup>4</sup> For contracts under the \$5,000,000 threshold, buying activities should continue to accumulate contractor performance data until the DoD automated database is established . (An example of such performance information collection system is “Red/Yellow/Green”.)

# Appendix D: Performance Assessment Elements

## Key Business Sector Assessment Elements

**Assessment Elements for the Systems Sector** - DoD shall collect PPI on all contracts within the seven sub-sectors of the Systems Sector using the following Performance Assessment Review elements:

**TECHNICAL (QUALITY OF PRODUCT).** This element is comprised of an overall rating and six sub-elements. Activity critical to successfully complying with contract requirements must be assessed within one or more of these sub-elements. The overall rating at the element level is the Program Manager's integrated assessment as to what most accurately depicts the contractor's technical performance or progress toward meeting requirements. It is not a predetermined roll-up of the sub-element assessments.

**Product Performance** - Assess the achieved product performance relative to performance parameters required by the contract.

**Systems Engineering** - Assess the contractor's effort to transform operational needs and requirements into an integrated system design solution.

**Software Engineering** - Assess the contractor's success in meeting contract requirements for software development, modification, or maintenance. Results from Software Capability Evaluations (SCEs) (using the Software Engineering Institute (SEI's) Capability Maturity Model (CMM) as a means of measurement), Software Development Capability Evaluations (SDCEs), or similar software assessments may be used as a source of information to support this evaluation.

**Logistic Support/Sustainment** - Assess the success of the contractor's performance in accomplishing logistics planning.

**Product Assurance** - Assess how successfully the contractor meets program quality objectives, e.g., producibility, reliability, maintainability, inspectability, testability, and system safety, and controls the overall manufacturing process.

**Other Technical Performance** - Assess all the other technical activity critical to successful contract performance. Identify any additional assessment aspects that are unique to the contract or that cannot be captured in another sub-element.

**SCHEDULE** - Assess the timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements, etc.

**COST CONTROL** - (Not required for Firm Fixed Price or Firm Fixed Price with Economic Price Adjustment) - Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost.

**MANAGEMENT** - This element is comprised of an overall rating and three sub-elements. Activity critical to successfully executing the contract must be assessed within one or more of these sub-elements. This overall rating at the element level is the Program Manager's integrated assessment as to what most accurately depicts the contractor's performance in managing the contracted effort. It is not a predetermined roll-up of the sub-element assessments.

**Management Responsiveness** - Assess the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals (especially responses to

change orders, engineering change proposals, or other undefinitized contract actions), the contractor's history of reasonable and cooperative behavior, effective business relations, and customer satisfaction.

**Subcontract Management** - Assess the contractor's success with timely award and management of subcontracts, including whether the contractor met small/small disadvantaged and women-owned business participation goals.

**Program Management and Other Management** - Assess the extent to which the contractor discharges its responsibility for integration and coordination of all activity needed to execute the contract; identifies and applies resources required to meet schedule requirements; assigns responsibility for tasks/actions required by contract; communicates appropriate information to affected program elements in a timely manner. Assess the contractor's risk management practices, especially the ability to identify risks and formulate and implement risk mitigation plans. If applicable, identify and assess any other areas that are unique to the contract, or that cannot be captured elsewhere under the Management element.

## **Assessment Elements for the Services, Information Technology and Operations Support Sectors**

- DoD shall collect PPI using the following assessment elements within the Services, Information Technology and Operations Support sectors.

**QUALITY OF PRODUCT OR SERVICE** - Assess the contractor's conformance to contract requirements, specifications and standards of good workmanship (e.g., commonly accepted technical, professional, environmental, or safety and health standards).

**SCHEDULE** - Assess the timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements (e.g. efforts that contribute to or effect the schedule variance).

**COST CONTROL** - (Not required for Firm Fixed Price or Firm Fixed Price with Economic Price Adjustment) - Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost.

**BUSINESS RELATIONS** - Assess the integration and coordination of all activity needed to execute the contract, specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor's history of reasonable and cooperative behavior, customer satisfaction, timely award and management of subcontracts, and whether the contractor met small/small disadvantaged and women-owned business participation goals.

**MANAGEMENT OF KEY PERSONNEL (For Services and Information Technology Business Sectors Only)** - Assess the contractor's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel.

## Appendix E: Construction & Architect-Engineering

The Construction & Architect and Engineering past performance information is collected in two systems: Architect-Engineer Contract Administration Support System (ACASS) and Construction Contractor Appraisal Support System (CCASS). **ACASS** is an automated centralized database of information required for contracting with architect-engineer (A-E) firms. The database contains A-E qualification data (Standard Form 254), A-E performance evaluations (DD 2631) and DoD A-E contract award data. The ACASS Center is operated and maintained by the U.S. Army Corps of Engineers, Northwestern District, Portland, Oregon. Applicable acquisition regulations and the general functions of the system are summarized below.

The data in ACASS are required to be available to contracting offices, and used in procuring A-E services, by the following acquisition regulations: FAR Subpart 36.6 and Defense Acquisition Regulation Supplement (DFARS) Subpart 236.6. By providing a central database, easily accessible by interactive procedures, ACASS makes it unnecessary for contracting offices to maintain these files.

The ACASS Center notifies A-Es when a SF 254 update is due and deletes SF 254s of firms that do not respond. This fulfills the requirements of FAR 36.603(d) that SF 254 files be reviewed and updated at least once each year.

ACASS maintains A-E performance evaluations (DD2631) for six years and makes this data available to all users, making it unnecessary for the contracting offices to distribute them, as required by FAR 36.604(c).

ACASS provides interactive procedures that allow sorting of A-Es by user-selected parameters. This fulfills the requirement in FAR 36.603(c) that contracting offices classify A-Es with respect to location, experience, and capabilities. ACASS interactive procedures are used when an evaluation board needs classification of the firms on file.

DFARS 236.604 (c) requires that performance evaluations of A-E contractors be sent to the central database (the ACASS Center). DFARS 236.602-1 requires that DoD evaluation boards use performance evaluation data from the central database in procurement actions for A-E services.

Performance Ratings are described by one of the following five adjectives: excellent; above average; average; below average; and poor. These terms are subjective and are not derived through use of any mathematical computations or formulas.

CCASS is an automated centralized database containing a six-year history of construction contractor performance evaluations (DD 2626). The CCASS Center is operated and maintained by the U.S. Army Corps of Engineers, Portland District, Portland, Oregon.

By providing a central database CCASS makes it unnecessary for contracting offices to distribute these files within the contracting community.

The data in CCASS are required to be available to contracting offices, and used in procuring construction contractor services, by the following acquisition regulations: FAR Subpart 36.2 and Defense Acquisition Regulation Supplement (DFARS) Subpart 236.2.

CCASS is used by the contracting officer in making pre-award responsibility determinations as well as for use in selection of construction contractor awards for excellence (DFARS 236.201).

Performance Ratings are described by one of the following five adjectives: Outstanding; Above Average; Satisfactory; Marginal and Unsatisfactory. These terms are subjective and are not derived through use of any mathematical computations or formulas.

# Appendix F: Common DoD Assessment Rating System

The critical sentence in DoD's assessment rating system is the second sentence that recognizes the contractor's resourcefulness in overcoming challenges that arise in the context of contract performance.

**Exceptional.** Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

**Very Good.** Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

**Satisfactory.** Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

**Marginal.** Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory.** Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

*Note:* At the heart of America's greatness is that we value competition, fair play and we love to win. We value outstanding performers. Outstanding performance is not measured by merely getting the job done. Outstanding performance is measured by resourcefulness. At the heart of DoD's past performance system is that we value, and want to reward, outstanding performance. To help us to be as objective and fair as possible in determining who is a winner we use evaluations. These evaluations do incentivize and reward performers for being resourceful. In fact, this promotes competition even in sole source environments and is valued by our society as being fair.

## **Appendix G: Collection of PPI during Source Selection**

The evaluation group may gather information using various databases, questionnaires, surveys, and telephonic inquiries. Experience indicates that questionnaires provide useful but incomplete information. One approach is to start by sending a questionnaire tailored to the source selection to each reference and to conclude by calling those who respond with pertinent information. Whether you send questionnaires or not, you will most likely conclude by calling the reference to obtain more detail or clarification. While telephone interviews are an excellent means to obtain information, innovations in the field of technology have afforded us with additional means of verification such as e-mail.

Questionnaires should be short, concise and consist of no more than a page to a page and a half of questions.

If a report card format is used as part of a survey request it should use the uniform assessment elements established for the DoD business sectors.

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### **Where to Conduct Telephone Interviews**

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Following the screening of previous contracts for further in-depth review, the evaluation group should send questionnaires and/or initiate telephone calls to the identified references for those efforts. The interviewing and reporting of results are usually individual efforts conducted by each evaluation group member. However, it is sometimes helpful to collect information as a group through the use of conference calls.

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### **How to Conduct Telephone Interviews**

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At least two references should be contacted on each previous contract effort selected for in-depth review. The current or previous contracting officer, program manager, and contracting officer's representative, whoever has the most relevant experience on the contract, often prove to be excellent sources of information. Additional references are often identified during the interviews. Maximum effectiveness occurs when the expertise of the evaluation group interviewer matches that of the reference.

Prior to initiating a telephone interview, a group member should gather all available information on a specific effort and draft a list of questions. There may be a common group of questions for all offerors and/or tailored questions for each offeror, depending upon the circumstances. These questions can either be sent as questionnaires to each reference or be used by the group member during the telephone interview.

At the start of each telephone interview, the group member should explain the purpose of the call and request voluntary assistance from the reference. The interviewer should explain that he or she will document the results of the conversation and send a copy of the memorandum to the reference for verification. There is usually no need to divulge the solicitation number, program description, or other identifying information to the reference. If you do so, you need to obtain a nondisclosure statement.

In most instances the reference will willingly provide the information requested. In those rare cases when the reference is reluctant to participate, the interviewer should assure the reference of anonymity. At the least, the reference should be requested to provide additional references.

It is important to pursue and document the underlying facts supporting any concluding statements received on a contractor. The evaluation group member can determine neither the magnitude of a reported problem nor its possible impact on the current risk assessment without first understanding the details surrounding the problem.

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## **How to Document Telephone Interviews**

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Immediately following a telephone interview, the group member must prepare a narrative summary of the conversation and send it to the reference for verification. E-mail and datafax transmissions are encouraged. The following step is extremely important.

Extra care must be taken to ensure accuracy, clarity, and legibility because these summaries often represent the only written back-up supporting the opinions and conclusions of the final assessment report.

In order to maintain accurate records and facilitate verification, the telephone record form should include the reference's name, full mailing and electronic addresses and telephone number, the date and time of the call, and the description of the contract effort discussed.

The evaluation group member should send the telephone memorandum to the reference, stating explicitly that if the reference does not object to its content within the time specified, it will be accepted as correct. The amount of time allowed for a response depends on the circumstances of each acquisition. Note that the reference need not sign a nondisclosure form if the group member withholds the identity of the program and solicitation number.

If a reference indicates that the narrative is incorrect, then a corrected narrative must be sent for verification. Experience indicates that in most instances, changes are minor. If, however, a reference expresses opposition to a record and satisfactory corrections cannot be agreed upon, the evaluation group should not rely on the record.



# Typical Questions and Ideas for Telephone Interviews and Questionnaires

- Confirm the following data from the offeror's proposal:
  - Contract number
  - Contractor's name and address
  - Type of contract
  - Complexity of work
  - Description and location of work (e.g., types of tasks, product, service)
  - Contract dollar value
  - Date of award
  - Contract completion date (including extensions)
  - Type and Extent of Subcontracting
- Verify any past performance data to which you may have access
- If the award amount or delivery schedule changed, find out why.
- Ask what role the reference played (e.g., COR, contract specialist, ACO, etc.) and for how long.
- If a problem surfaced, ask what the Government and contractor did to fix it.
- Ask for a description of the types of personnel (skill and expertise) the contractor used and the overall quality of the contractor's team. Did the company appear to use personnel with the appropriate skills and expertise?
- Ask how the contractor performed considering technical performance or quality of the product or service; schedule; cost control (if applicable); business relations; and management.
- Ask whether the contractor was cooperative in resolving issues.
- Inquire whether there were any particularly significant risks involved in performance of the effort.
- Ask if the company appeared to apply sufficient resources (personnel and facilities) to the effort.
- If the company used subcontractors, ask: What was the relationship between the prime and subcontractors? How well did the prime manage the subcontractors? Did the subcontractors perform the bulk of the effort or just add depth on particular technical areas? Why were the subcontractors chosen to work on specific technical areas, what were those areas and why were they accomplished by the subcontractors rather than the prime?
- If a problem is uncovered that the reference is unfamiliar with, ask for another individual who might have the information.
- Ask if this firm has performed other past efforts with the reference's agency.
- Ask about the company's strong points or what the reference liked best.
- Ask about the company's weak points or what the reference liked least.
- Inquire whether the reference has any reservations about recommending a future contract award to this company.
- Inquire whether the reference knows of anyone else who might have past performance information on the offeror.

## Typical Telephone Interview Record

**Solicitation Number: (for reference - do not disclose to person contacted)**  
**Contractor: (Name and Address)**  
**Person Contacted: (Name, Address, Phone #, e-mail address)**  
**Date & Time of Contact:**  
**Summary of Discussion:**

**Interviewer's Signature**  
**Past Performance Group Member**

Note: When interviewing, you may want to use an introduction similar to the following: This is (*name*). I'm calling in reference to contractor (*name*). I'll be asking you some questions that pertain to that contractor's record of past and current performance. The information you provide will be used to evaluate the award of federal contracts. Therefore it is important that your information be as factual and accurate as possible. A summary of this discussion will be sent to you for your records. If that summary is inaccurate or incomplete in any way, please contact me immediately. My telephone number/e-mail address is (*#/e-mail*).

\*\*\*\*\*

## **Typical Telephone Interview Confirmation (Electronic)**

Attached is a summary of our telephone conversation on (date) concerning the past and current performance of (*name of contractor*). If I do not hear from you by (date), I will assume that the summary of our discussion is correct. Please contact me if you have any questions or comments. You may reach me at telephone (number) or e-mail (address). Thank you for taking the time to assist in this effort.

### ***Reminders for Past Performance Evaluation Group Member:***

- Discuss currency and relevance of information.
- Read summary to person contacted.
- Send confirmation to person contacted.
- Withhold the identity of your program and solicitation number, if practicable, to avoid having to obtain a non-disclosure statement from the person contacted.

# Appendix H: Automated Past Performance Information Systems

## Army

### 1. System Nomenclature

Past Performance Information Management System (PPIMS)

#### **System Description:**

Web-based automated information management system for supplies, services and systems

#### **Dollar Threshold**

Mandatory thresholds according to DoD policy; HCAs may establish lower thresholds

#### **Operational Date:**

10/1/97

#### **Type System:**

Web-based using NT/SQL Server/DBMS

#### **Current Users**

*Army*

#### **Applicable Regulations**

AFARS

#### **Point of Contact:**

Functional - Susan Erwin: 703-681-9292

Technical - Terry Thacker: 540-731-3459

### 2. System Nomenclature:

Architect-Engineer Contract Administration Support System (ACASS)

#### **System Description:**

ACASS is an automated database of information on architect-engineers (A-E) firms maintained by the Portland (Oregon) District of the U.S. Army Corps of Engineers.

The purpose of the ACASS is threefold: 1) measure Past Performance, 2) has Standard Form 254, except for block 11, and 3) gives summaries of DD 250 for actions over \$25,000.

#### **Dollar Threshold:**

All contract actions above \$25,000

#### **Operational Date:**

ACASS was developed in 1976.

#### **Type System:**

Oracle-based system (mainframe) but there is also read-only access on the Internet.

#### **Current Users:**

*DoD and the Federal Sector*

#### **Applicable Regulations:**

FAR Part 36; DFAR Part 236

**Point of Contact:**

Functional: Donna Smigel (202) 761-0336

Technical: Kim Morrow (503) 808-4590

Mail requests for access to ACASS, on agency letterhead, along with your funding (MIPR or LOI) to: U.S. Army Corps of Engineers, Portland District, CENWP-CT-I, ACASS Center, P.O. Box 2946, Portland, OR 97208-2946

**3. System Nomenclature:**

Construction Contractor Appraisal Support System (CCASS)

**System Description:**

CCASS is an automated database of information on construction contractors maintained by the Portland (Oregon) District of the U.S. Army Corps of Engineers.

**Dollar Threshold:**

Above \$100,000 (they got a waiver to the \$500,000 rule)

**Operational Date:**

1985

**Type System:**

Oracle-based system (mainframe) but there is also read-only access on the internet.

**Current Users:**

*Army, Navy*

**Applicable Regulations:**

FAR Part 36; DFAR Part 236

**Point of Contact:**

Kim Morrow (503) 808-4590

**Navy**

**4. System Nomenclature:**

Product Data Reporting and Evaluation Program (PDREP)

**System Description:**

PDREP is an automated system containing quality, delivery, and other performance data on products/services supplied to the Navy. Database is used by Red Yellow Green (RYG) program (a subset of PDREP), technical, quality, contracting groups and other DoD Service programs.

**Dollar Threshold:** none

**Operational Date:**

1983

**Type System:**

Oracle-based client server system. Internet accessible. A World Wide Web site is available at [www.nslctsmh.navsea.navy.mil](http://www.nslctsmh.navsea.navy.mil).

**Current Users:**

*Navy, Army, Marine Corps, Coast Guard, DLA*

**Applicable Regulations:**

FAR Part 42, 15, 12 and 13, SECNAVINST 4855.3

**Point of Contact:**

John Deforge 603-431-9460 x450

Paul Couture 603-431-9460 x480

**5. System Nomenclature:**

Department of the Navy Contractor Performance Assessment Reporting System (CPARS)

**System Description:**

CPARS is an automated database for collection of contract performance information in Systems, Operations Support, Information Technology, and Services sectors. The Systems sector contains a subset for ship repair and overhaul.

**Dollar Threshold:**

From \$500K to over \$5M, depending on business sector.

**Operational Date:**

April 1998

**Type System:**

Oracle-based system with World Wide Web accessibility ([www.nslcptsmh.navsea.navy.mil](http://www.nslcptsmh.navsea.navy.mil))

**Current Users**

Navy and Marine Corps

**Applicable Regulations:**

FAR Part 42, 15, DON CPARS Guide, February 2, 1998.

**Point of Contact:**

Wendell Smith 603-431-9460 x451

Paul Couture 603-431-9460 x480

**Air Force**

**6. System Nomenclature:**

Contractor Performance Assessment Reporting System (CPARS)

**System Description:**

Data on contractor past performance for all qualifying contracts.

**Dollar Threshold:**

\$5,000,000 and above.

**Operational Date:**

1986

**Type System:**

System data is available on the Internet at  
<http://www.afmc.wpafb.af.mil/HQ-AFMC/PK/pkpa/cpars.htm>

**Current Users:**

**Air Force**

**Applicable Regulations:**

AFMCI 64-107

**Points of Contact:**

Ms. Lois Todd (937) 257-4657 or DSN 787-4657

Roger Hanson (937) 257-6057 or DSN 787-6057

**Defense Logistics Agency**

**7. System Nomenclature:**

Automated Best Value System (ABVS)

**System Description:**

ABVS is a DLA Automated application system which collects and analyzes existing past performance data and translates it into a numeric score which can be used as a tool in making a comparative assessment of performance risk and price among offerors for best value award decisions.

**Dollar Threshold:**

Information is collected at all dollar thresholds

**Operational Date:**

1994

**Type System:**

HP/Oracle-Based Client Server system.

**Current Users:**

Inventory control Points in DLA

**Applicable Regulations:**

FAR Part 15, Defense Logistics Acquisition Regulation Part 15.

**Point of Contact:**

Melody Reardon 703-767-1362

**DEFENSE INFORMATION SYSTEMS AGENCY (DISA)**

**8. System Nomenclature:**

***Contractor Past Performance Evaluation Toolkit***

**System Description:**

CPARS is an automated database for collection, storage and retrieval of contract performance information in Systems, Operations Support, Information Technology, and Services sectors. The Systems sector contains a subset for ship repair and overhaul. CPARS is an EA-21 (Electronic Acquisition for the 21st Century) initiative under PEO-ARBS (The Program Executive Officer for Acquisition Related Business Systems).

**Dollar Threshold:**

Mandatory for \$1M and above

**Operational Date:**

October 96

**Type System:**

Web-based. Client hardware - any x86 PC, MAC, Unix workstation capable of client software. Client software - Netscape Navigator 2.02 or higher; Microsoft Internet Explorer 3.0 or higher

**Current Users:**

*DISA contracts*

**Applicable Regulations:**

FAR Parts 15 and 42; USD (A&T) Nov 20, 1997 policy memo

**Point of Contact:**

Mary Jenkins (BJ) (703) 681-1681/DSN 761

Nathan Maenle (703) 681-1673/DSN 761